

**UTILITY SYSTEMS MANAGEMENT BRANCH
CITIZEN ADVISORY COMMITTEE
CHARTER**

I. LINE OF BUSINESS CITIZEN ADVISORY COMMITTEES

The Line of Business Citizen Advisory Committee is comprised of the:

- Creeks, Drainage and Wastewater Advisory Committee (CDWAC)
- Solid Waste Advisory Committee (SWAC)
- Water System Advisory Committee (WSAC)

Each of the above committee is chartered by Seattle Public Utilities and reports to the SPU Director.

II. COMMITTEE PURPOSE

The Citizen Advisory Committees (CACs) enable Seattle Public Utilities (SPU) to engage a diverse group of citizens in targeted analysis of departmental issues and citizen concerns. The CACs ensure that Seattle Public Utilities' programs, policies and services are responsive to community needs and concerns; and, ensures that SPU programs, policies and services are supported within the community.

III. CAC AREA OF RESPONSIBILITY

SPU's Line of Business (LOB) resides in the Utility Systems Management (USM) Branch. The LOBs are the single point of accountability for each line of business within SPU.

IV. OBJECTIVES AND SCOPE OF ACTIVITIES

Each advisory committee shall propose a work plan based on LOB priorities. The CAC shall work closely with the LOBs to determine its work plan. Further, the CAC shall add to this work plan issues that are identified to be important by a majority of the CAC members.

V. APPOINTING AUTHORITY

In accordance with R.C.W 70.95.165(3), the Director of Seattle Public Utilities makes appointments to the Solid Waste Advisory Committee on behalf of the City Council. The Director of Seattle Public Utilities also appoints members to the Creeks, Drainage, and Wastewater Citizen Advisory Committee and the Water System Advisory Committee as authorized in SMC 4.16.030.

VI. COMMITTEE STRUCTURE & MEMBER COMPOSITION

- **Number and Type**
 - CACs shall strive to represent the diversity of Seattle's communities in age, ethnicity, gender, family make-up and geographic location.
 - Each CAC is composed of between eight and twelve active members.

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- The type of memberships are:
 1. Persons who live or work in the City,
 2. Representatives of public interest groups,
 3. Representatives of the business community.
- **Appointment**
 - CACs shall adhere to the admission process as described in the appendix.
- **Qualification & Compensation**
 - Qualifications:
 - The Director of Seattle Public Utilities determines the qualifications for membership. Factors will include expertise in the issues of focus for the committee and maintaining the diversity of representation of the CAC.
 - Compensation:
 - Citizen Advisory Committee members are unpaid.
- **Membership Terms**
 - CAC membership terms are for two years with a maximum service of two terms (a total of two terms; 4 years). Institutional memory will be ensured by staggering placement of new members.
 - Active Committee members who wish to continue to serve beyond two terms must participate in the admission process to indicate their desire to do so. Further continuation of service may be applied for; however, the applicant will be evaluated along with the then-current pool of committee applications. Further, continuation of membership must be approved by the SPU Director.

VII. CONFLICT OF INTEREST

Members shall comply with the Seattle Ethics Code, SMC Chapter 4.16, which requires that they recuse themselves from matters in which they have a financial interest. Members who are appointed to represent specific interests, however, do not have to disqualify themselves from matters in which they have a financial interest by virtue of their stakeholder role, because representing stakeholders requires that they participate in matters in which they have a financial interest. Such committee members may participate in such matters only to the extent that doing so fulfills their obligation to the stakeholder group they have been appointed to represent. Committee members may not manipulate or attempt to manipulate

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the Board's processes to further their own individual interests, or the interests of their employer or an immediate family member.

Members who engage or have engaged in any activity that would appear to impair their independence of judgment on any matter must fully disclose the circumstances on the public record of the advisory committee before participating in that matter.

Members must annually disclose in writing to the Director of Seattle Public Utilities their and their immediate family members' employment or relationship with any person or organization either holding a contract or attempting to contract with the Seattle Public Utilities.

VIII. ROLES AND RESPONSIBILITIES

- ***Citizen Advisory Committee Roles and Responsibilities***
 - CACs shall establish their by-laws and operating procedures which govern their internal process. The by-laws shall be reviewed by the Program Manager to ensure that it does not in any way alter or abrogate the role of the Director in appointing advisory CAC members. Further, operating procedures shall be reviewed by the Program Manager so that SPU can provide the necessary staffing and support that is needed by the CACs.
 - CAC members shall elect their own officers by a majority vote of CAC members. At a minimum, a CAC must elect a Chair. The term for the elected officer is for one year. Committees may elect a Vice-Chair, who will normally serve in the next term as the Chair. The CAC may vote to extend the term of a member who is elected to the position of the Chair, such that their term of office will end on the same date as their term as Chair, subject to the approval of the SPU Director.
 - Members shall attend all regularly scheduled meetings and advise the Chair and the LOB Policy Liason in advance if they are unable to attend. If a member has not attended three successive meetings or fails to attend 50% of the meetings in a year without approval by the committee, they will no longer be considered a member of the CAC and SPU shall issue a formal notice of their removal from the CAC.
 - The CAC Chair is the head of the committee and is responsible for:
 - making and transmitting final recommendations to the SPU Director as voted by the committee,

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- ensuring good management of meetings,
- resolving issues or elevating it to the SPU Director as described in the appendix,
- ensuring that SPU processes as described in the appendices are followed.

- ***Seattle Public Utilities Responsibilities***

To ensure citizen membership competent participation is fully utilized and supported in the best way practicable, SPU agrees that it shall provide each committee with the following:

- a regular meeting place,
- proper storage for records and materials,
- staff to record, transcribe, and provide copies of notes of the meetings and to type reports, letters or memorandum's as required,
- SPU staff to research and provision requested information,
- sufficient office supplies,
- copying and mailing privileges,
- access to SPU studies, documents and individuals involved in any aspect of the committee's purpose, except as noted in the following paragraph.
- timely and appropriate engagement with the respective Senior Fund Economist during the rates

All citizen advisory committee members' initial requests for information or presentations must be communicated through the relevant LOB Policy Liason to the LOB Director. SPU has the privilege to deny to a committee information or access upon determination of an unreasonable time commitment to meet the request or based on legal or security threat.

IX. OPEN MEETINGS

All CAC meetings are open to the public.

X. COMMITTEE TERM OF EXISTENCE

This charter will be revisited and reaffirmed every two years towards the end of the second calendar year. At a minimum, the purpose, operating guidelines and membership shall be reassessed. Changes may be proposed and reviewed by the SPU Director.

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XI. ADOPTION

We formally adopt this Line of Business Citizen Advisory Committee Charter.


SPU Director

Date

12/12/07

SPU Assistant Director

Date

12/20/07


Utility Systems Management Branch
Deputy Director

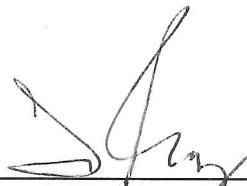
Date

12/9/07


Water Line of Business Director


Date

12/11/07


Drainage & Wastewater Line of Business
Director

Date

12/11/07


Solid Waste Line of Business Director

Date

12/11/07

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APPENDIX A: SPU INTERNAL STAFFING ROLES AND RESPONSIBILITIES

- Line of Business Policy Liason
 1. Serves as the primary contact for the CACs for agenda setting, work plan development, policy assistance, request for information and general communication matters.
 2. Ensures appropriate and timely engagement of CACs by placing issues on CAC meeting agendas.
 3. Provides facilitation support to the CAC in developing its work plan as described in the appendix.
 4. Tracks and presents issues to the CACs to support their involvement. Works with the Program Manager to ensure issues are documented and tracked.
 5. Works together with the Program Manager to ensure that the department is responsive to the CACs.
 6. Identifies appropriate SPU staff to provide committee briefings.
 7. Responds to CAC member requests for information. Work together with Program Manager staff to ensure documentation of requested information is made.
 8. Works together with the Program Manager to ensure appropriate CAC issues are elevated to the SPU Director, E-Team and LOB Directors.
 9. Provides advisory committee accomplishments update to the SPU Director.
 10. Attends at least 75% of regularly scheduled CAC meetings per calendar year.
 11. Attends USM internal monthly meetings.
 12. Provides input and participate in CAC recruitment activities.
- Program Manager
 1. Manages the CAC program:
 - develops and manages standard procedures for the program, ensures roles and responsibilities are placed and O&M budget are monitored
 - develops and implements the CAC Charter and ensures it aligns with SPU and citywide policies, and other public engagement and outreach requirements
 - identifies and resolves cross cutting issues relating to CAC program management.
 - develops and implements the department communication strategies and plan
 - ensures that the CAC kiosk is maintained
 2. Provides analytical support to the LOB Policy Liason such as:
 - coordination of reporting, work plan development, internal meetings with USM Branch Deputy Director, etc
 - developing tools and deadlines required in order to meet CAC objectives
 - identifies and ensures that cross-LOB issues are addressed by each LOB
 - serve as liason between the CAC and LOB as necessary
 3. Provides documentation and tracking system in support of the LOB and CAC.
 - Recommendations
 - Issues
 - Actions
 - Performance Measures
 - Membership and Terms
 - Other (parking)
 4. Works together with the LOB Policy Liason to ensure appropriate CAC issues are elevated to the SPU Director, E-Team and LOB Directors.

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5. Attends and provides support to the CAC Chair by taking notes, copying meeting materials, ensuring equipment are available to CAC and LOB Policy Liason.
 6. Reviews and provides input to the CAC operating procedures to ensure that they align with SPU staffing and support responsibilities.
 7. Reviews and provides input to the CAC by-laws to ensure that the role of the SPU Director is not altered.
 8. Develops and implements a recruitment strategy for identifying potential CAC members that incorporates the input of LOB Directors, LOB Policy Liason and CAC members.
 - a. strategic recruitment plan for CAC's
 - b. interview materials and the evaluation approach
 - c. coordinates and participates in candidate interviews
 - d. develops recommendations for new committee member appointments by SPU Director.
 9. Plans and coordinates annual combined CAC meeting and new member orientations to include site visits among others.
- Administrative Staff Support
 1. Provides administrative staff support to the Program Manager.
 2. Orders refreshments and ensures they are delivered.
 3. Reserves meeting rooms.
 4. Obtains and tracks parking permits.
 5. Other duties as assigned.
 - Rates Staff Responsibilities (F&A)
 1. Works with LOB Policy Liason to ensure that specific CACs are briefed in a timely manner during the rates processes.
 2. Provides presentations or background information on budget and rates, financial policies, rates history and cost drivers, cost allocation, a draft of 6-year CIP and O&M budget.
 3. Provide a list of potential issues relating to cost allocation, rate incentives, programmatic changes, changes to financial policies and other issues as necessary and help guide the CAC in defining its short list of issues.
 4. Identifies and frames rates issues for CAC discussion and attends CAC meetings to provide briefings as appropriate during the rates processes.
 5. Provides CACs with the rates proposal after Mayoral review and ensure CACs are aware of opportunities to provide comments during the City Council review period.

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6. Reports CAC comments/feedback during the rates process in briefings to the Executive Team.
7. Coordinates with Program Manager and LOB Policy Liason to ensure consistent communication and response to CACs.

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APPENDIX B: WORK PLAN DEVELOPMENT

1. Each Citizen Advisory Committee (CAC) shall develop a work plan with the LOB Policy Liason. The work plan will be based on LOB priorities and issues of interest to a majority of committee members. The work plan will provide details of issues or topics of interest, a schedule, identify likely staff contacts and presentations, and estimated type and time of the report. The scope of the work plan will be flexible to accommodate member interests and needs and SPUs timeline for getting input.
2. A proposed issue or position can come from committee members, SPU or another party. The LOB Policy Liason will distribute a draft of any recommendation to all committee members at least 7 days in advance of the subsequent meeting to vote on it.

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APPENDIX C: COMMUNICATION PROTOCOLS

SPU shall respond to the CACs in a timely and efficient manner.

Levels of Communication:

1. Initial contact shall be made to the LOB Policy Liason and Program Manager by email or phone.
2. If there is no response within two business days, contact the LOB Director by email or phone. Ensure that the Program Manager and LOB Policy Liason is CC in this email.
3. If there is no response within five business days, contact the USM Branch Deputy Director. Ensure that the Cross Line of Business Manager is CC in this email.
4. If there is no response within ten business days, contact the SPU Director.

Committee Recommendations to the SPU Director

Formal committee recommendations shall be provided directly to the SPU Director in a formal written report, with a CC to the LOB Director, LOB Policy Liason and the Program Manager.

Committee Communication to the Mayor and City Council

At least 5 days notice shall be given to SPU when communicating to the City Council and the Mayor through the LOB Policy Liason and the Program Manager.

Meetings with the SPU Director

Citizen Advisory Committee members can also request periodic meetings with SPU Director through the LOB Policy Liason and the Program Manager.

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APPENDIX D: SPU INTERNAL REPORTING

1. The USM Branch Director shall have monthly status meetings with the Program Manager and the LOB Policy Liason to ensure CAC actions or input are discussed, placing particular emphasis on providing prompt department-wide response to CAC recommendations.
2. LOB Directors and Policy Liason will provide periodic updates to the Director on CAC issues.
3. At the invitation or approval of the LOB Director, CAC members may attend SPU meetings during presentations relevant to the CAC purview.
4. Each Fund Sr. Economist is responsible for ensuring that input from their designated CAC is incorporated in briefings to the SPU Director or Executive Team on rates studies and proposals.

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APPENDIX E: ADMISSION PROCESS

- Application Process
 1. All applications for CAC membership shall be sent to the Program Manager.
 2. The Program Manager and LOB Policy Liason will review the applications based on the selection criteria.
 3. Application Review Selection Criteria:
 - Persons who live or work in the City
 - Representatives of a business or public interest group
 - Must disclose their or their family's employment, and their relationship to any person or organization holding a contract or attempting to contract with the City of Seattle (per SMC 4.16).
 - Willing to serve for two years
- Interview Process
 1. Interviews for CAC membership shall be held in the evening in the Seattle Municipal Tower.
 2. Establish an interview panel of 3 people. Members shall consist of:
 - LOB Policy Liason
 - Program Manager
 - CAC Chair, if not reapplying. The committee shall vote on a representative if it desires to do.
 3. Schedule interviews with candidates and with interview panel members.
 4. Each applicant shall be reviewed based on a scoring grid.
 5. Upon completion of interviews, the interview panel shall make a list of recommendations to the SPU Director.
- Post Interview
 1. Make formal recommendation to the SPU Director.

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APPENDIX F: PRE-MEETING PROCESS

Procedure 1: AGENDA PREPARATION PROCEDURE

<u>When</u>	<u>Action By</u>	<u>Action</u>
Most recent CAC meeting	Chair with whole CAC	1. Determines agenda items, if any, for the next meeting
9 days prior	Chair	2. Locks the preliminary agenda. 3. Sends agenda to LOB Policy Liason.
8 days prior	Policy Liason	4. Reviews agenda. 5. Changes and/or Adds items if needed. 6. Sends revisions to Chair.
8 days prior	Chair and Policy Liason	7. Repeat 4, 5, 6 until agreement reached.
7 days prior	Policy Liason	8. If needed, arranges presenters and their materials (Task 1-1).
7 days prior	Chair	9. Sends agenda to support staffer. a. CC's Policy Liason and Coordinator.
7 days prior	Support Staffer *	10. Formats the agenda and meeting notes. 11. Saves agenda to CAC directory.
5 days prior	Support Staffer *	12. Sends agenda, meeting notes and advance materials to all committee members. a. Uses specific GroupWise address book.

**Procedure 2: ARRANGING SPEAKERS & ADVANCE MATERIALS FOR CAC MEETING
AFTER AGENDA AGREEMENT:**

<u>When</u>	<u>Action By</u>	<u>Action</u>
8 days prior	Policy Liason	1. Contacts the presenter(s) and secures their attendance. 2. Finds out if the presenter will furnish advance materials. a. If yes, informs the presenter of the advance materials procedure
5 days prior	Presenter	3. Sends materials to Support Staffer and Policy Liason. 4. Informs Support Staffer of need for computer/projector for Power Point.
5 days prior	Support Staffer *	5. Saves materials to CAC directory.
5 days prior	Support Staffer *	6. Sends materials with agenda per Procedure 1, action 12.
Same day	Support Staffer	7. Prints and copies agenda and advance materials. 8. Provides copies to Policy Liason.

Procedure 3: SUPPORTING CAC CHAIR

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<u>When</u>	<u>Action By</u>	<u>Action</u>
Day of meeting	Policy Liason or Staff Supporter *	1. Takes notes by taking summary of issues and action items.
Day after	Staff Supporter *	2. Saves and formats notes in CAC directory.

Procedure 4: SUPPORT STAFFER MEETING PREPARATION TASKS

<u>When</u>	<u>Action</u>
7 days prior	1. Order refreshments 2. Save agenda to CAC directory (per Agenda Procedure). * 3. Ask Policy Liason if * a. there will be advance materials b. equipment is needed
5 days prior	4. Receive advance materials from presenters (per Presenters and Advance Materials procedure). *
5 days prior	5. Send agenda and advance materials (per Agenda Procedure). *
Same day	6. Print and makes X (50% of committee #) copies of agenda and advance materials and other items to be printed. Brings copies to Policy Liason the morning of the meeting. 7. Prepare conference room 30 minutes prior to start of meeting. 8. Receive refreshment delivery 30 minutes prior to start of meeting.
Day after	9. Checks conference room of equipment and materials, if necessary. 10. Finalizes meeting notes using the CAC meeting notes template. Sends the meeting notes to the Chair for review. * 11. Updates the membership spreadsheet for attendance *.

*Staff support assignments

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APPENDIX G: AGENDA TEMPLATE



CITIZEN ADVISORY MEETING
SMT _____
Date, Time
AGENDA

Time	Description of Discussion Item	Presenter
	1. Chair Report 2. Attendance Sheet 3. Review of prior meeting's decisions and action items made	Chair
	<u>MONTHLY</u> Monthly topics shall be based on work plan	TBD
	Draft Preliminary Agenda Items for Next Meeting	Chair
	Review Items Made Today 1. Recommendations 2. Action Items	Policy Liason

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APPENDIX H: MEETING SUMMARY TEMPLATE



CITIZEN ADVISORY COMMITTEE
DRAFT MEETING SUMMARY
DATE, TIME

Administration:

Chair

- Chair Report
- Attendance
- Review of Prior Meeting Summary

- **Monthly Work Plan Topic**
- **Action Item:**
- **Recommendation:**

Presenter

Preliminary Agenda for Next Meeting

Chair

Review of Recommendations and Action Items Made Today

LOB Policy Liason